

UCB Card to bKash Cashback Offer

Frequently Asked Questions (FAQ)

- 1. What is the offer?**
 - ◆ All UCB Cardholders will get BDT 30 Cashback for Add Money (UCB Card to bKash) of BDT 2,999 on Tuesday.

- 2. What is the duration of this campaign offer?**
 - ◆ August 13th 00:00 - 23:59 and August 20th 00:00- 23:59

- 3. What is the maximum cashback amount?**
 - ◆ BDT 30.

- 4. How many times can the offer be used during the campaign period?**
 - ◆ For Cashback once (UCB Card to bKash Only)

- 5. Will receive the cashback on any Add money amount?**
 - ◆ No, Add money of Exactly BDT 2,999 (UCB Card to bKash Only)

- 6. When will the cashback be received after performing the Add Money transaction?**
 - ◆ You will receive the cashback instantly.

- 7. In which channel can I perform add money to get the cash back?**
 - ◆ App only.

- 8. Does my account need to be in 'Active Status' to receive cash back?**
 - ◆ In order to receive cash back, account status and incoming transaction of customer account must be active. If cash back disbursement fails due to customer account status issue, customer will not receive cash back for the campaign

- 9. Will I receive cash back if my add money is successful?**
 - ◆ If your add money transaction is valid, bKash recognizes the transaction as authentic and incoming transaction of your account is active, you will receive cash back. However, bKash reserves the right to cancel cash back payout if the particular transaction and/or the transaction behavior raises reasonable suspicion that you have abused the benefit of the campaign

- 10. Is there any chance that my cash back will be delayed? If yes, what should I do?**
 - ◆ Most likely you will receive your cash back instantly as per eligibility. There could be unanticipated cases where cash back would be delayed due to unknown/unforeseen issues. If you do not receive your cash back, you can call 16247 or approach bKash centers, bKash Care, Facebook fan page, Web chat (Live chat service) as well as send e-mail to support@bkash.com to know details about it.